



4 FOOD PACKAGE/DRAFT ISSUANCE

Effective: 3/1/98

4.40 Proxies

Revised: 05/01/03

POLICY: Parents, women participants, caregivers, guardians (including foster parents) and WIC project staff are allowed to designate proxies to pick up WIC or Farmers' Market Nutrition Program (FMNP) drafts at the issuance site and/or to redeem drafts at an authorized vendor or Farmers' Market. However, the local WIC project should exercise discretion in determining whether a person should be allowed to designate a proxy, the number of proxies a participant may have, and how the proxies are trained.

NOTE: Project staff must take appropriate steps to assure that drafts are issued only to persons that have been authorized by the woman participant, the parent, guardian or caregiver. The new definition of proxies is in Policy 1.4.

The woman participant, the parent, guardian or caregiver of an infant or child should be encouraged to attend all appointments because each visit to the clinic will provide some form of nutrition education.

PROCEDURE:

A. DESIGNATING PROXIES

1. The parent, guardian or caregiver usually picks up and redeems drafts for their infant or child.
2. Two additional people may be selected to serve as proxies for the woman participant and for the parent, guardian or caregiver.
3. Proxies are not limited to a certain age but their ability to understand and use the drafts should be considered.
4. The woman participant, parent, guardian or caregiver assigns proxies at certification. The names of proxies must be on the Identification (ID) Folder and in the computer file.
5. Proof of identity is required for the authorized proxies of the woman (if present) as well as for the parent, guardian, caregiver or proxy who brings in the infant or child. See Policy 2.1 for sources of proof of identity.
6. Proxies may be changed before the next certification. See Policy 4.50 Identification Folder for procedures.
7. Project staff may revoke a proxy when it is in the best interest of the participant.



8. In cases of fraud or abuse, the parent, guardian, caregiver or proxy must be suspended but the participant may be kept on the WIC Program if an alternate parent, guardian, caregiver or proxy is available. See Policy 8.2 Participant Fraud and Abuse.
9. If the proxy is willing to participate in the education or certification process and is familiar with the WIC participant's health and nutrition issues, he/she may complete the certification and receive nutrition education and the appropriate months' drafts. A proxy may not sign the WIC Rights and Responsibilities Form (DPH 4161/4161S). Only the woman participant, parent, guardian, or caregiver may sign these forms. See Policy 3.21 for more information.
 - a) If the proxy is unwilling or unable to participate in the education process, the project has several options which should clearly be addressed in a protocol for the support staff to follow:
 - (1) the proxy may be given one month's drafts and the support staff or CPA should urge the proxy to have the parent or woman participant return for education and the remaining months drafts in the following month
 - (2) one to two month's drafts may be given and the CPA will contact the parent to provide an initial nutrition education contact over the phone; the remaining drafts could be mailed to cover until the next regularly scheduled pick up. See Policy 4.36 Mailing Drafts.

B. PARENTS AND PROXIES AUTHORIZED TO PICK UP AND REDEEM DRAFTS

All parents, guardians, caregivers and proxies must follow the policies related to draft pick up and redemption.

1. During the first WIC visit, the woman participant, and the parents, guardians, caregivers or proxies of infants and children must:
 - a) present proof of identity, sign the WIC ID Folder and the Draft Signature Log. See Policy 4.50 Identification Folder if the proxy comes for drafts and does not bring the ID folder. Forms of acceptable identity are in policy 2.1
 - b) receive instruction on the proper use of the drafts. It is recommended that they view the video, "WIC, You, and the Grocery Store, Too!"
 - c) receive a WIC Approved Foods Guide (PPH 4578). Staff should review authorized foods unless "WIC, You, and the Grocery Store, Too!" video is viewed.



2. If a proxy does not come to the WIC site, the woman participant, parent, guardian or caregiver must:
 - a) Obtain the proxy signature on the WIC ID Folder as soon as possible, but before the next draft issuance. If there is no signature at the next draft issuance, WIC staff must cross out the empty line.
 - b) Train the proxy on how to use the drafts using WIC materials such as posters, the Approved Foods Guide (PPH 4578) and the ID folder.

C. PROXIES AUTHORIZED TO PICK-UP DRAFTS ONLY

There may be hardship situations when a woman participant, parent, guardian, or caregiver wishes to authorize a proxy for draft pick-up only, and did not identify them as a proxy during the certification visit. Their name or signature is not on the ID folder or in the computer system.

1. Project staff should use discretion when determining whether to issue drafts to a new proxy. Follow precautions and verify, if possible, but do not deny drafts to the proxy without cause to believe there is a problem. This may depend on familiarity or history with the person requesting a proxy by phone or note.
2. If the new proxy does not bring in the ID Folder, cross off these drafts in the ID Folder at the next draft issuance to indicate that these drafts were issued. Make note of it in the comments section of the computer file.
3. It is recommended that permission from the woman participant, the parent, guardian, or caregiver that certified the infant or child be obtained for the individual to pick up drafts. This permission could be in writing or through a telephone call.
 - a) The written permission should be retained in the participant's file or attached to the signature log, or a notation may be made in the comments section in the computer file.
 - b) Documentation of the telephone call should be noted in either the participant's file, the signature log or in the comments section in computer.
4. Ask the individual to present identification. Staff should compare this source of identification with the signature on the signature log and the name provided in the note or during the telephone call.
5. If there is a reason to believe that the person presenting their self was not authorized by the woman participant, parent, guardian, or caregiver:



- a) Call the woman participant, parent, guardian, or caregiver, or
 - b) Deny the request.
6. An option to using a proxy in some situations is to mail the drafts to the woman participant, parent, guardian, or caregiver. See Policy 4.36 Mailing Drafts.

D. PROXY FRAUD/ABUSE

Proxy fraud/abuse is treated in the same manner as fraud and abuse committed by a woman participant, parent, guardian, or caregiver. (Refer to Chapter 8 Fraud & Abuse - Participants for complete sanction information.)

E. SPECIAL CIRCUMSTANCES

Special circumstances such as joint custody and foster children are addressed in Policy 4.34 Special Considerations for Draft Issuance.